



**STATE OF WASHINGTON**  
**DEPARTMENT OF SOCIAL AND HEALTH SERVICES**  
**PO Box 45811, Olympia WA 98504-5811**

DATE: December 18, 2015

TO: RFQQ #1556-574 Bidders

FROM: Sarah Pendleton, Solicitation Coordinator  
DSHS Central Contracts and Legal Services

SUBJECT: Amendment No. 5 – Additional Q&A

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DSHS amends the RFQQ #1556-574 solicitation document to include:

- Additional Bidder's Questions and Answers

**Clarification to Bidder's Questions and Answers  
RFQQ #1556-574**

**Question #1:** The answers to Vendor Questions number 7, 13, 18, and 32 each speak to Attachment D and/or Table 1. However, it is still confusing as to what is allowed with regard to responses, especially for items outside of Table 1.

- a. Regarding the answer to question 7, can you please highlight what changes were made to the Attachment D? After doing a side-by-side comparison, there don't appear to be any differences between the documents. Also, please confirm if the 100 word limit applies just to Table 1 of Attachment D.
- b. Regarding the answers to question #13 and #32, the answers seem to contradict Section D INSTRUCTIONS REGARDING CONTENT, FORMAT AND SUBMISSION OF WRITTEN RESPONSES Item 3 Attachment D: Bidder Response Form, which reads in part, "The Bidder Response Form is posted separately from this Solicitation document in Microsoft Word format. Except for limits that are noted on the Bidder Response Form, Bidders may utilize as much space as is reasonably required to respond to each question, provided all questions are repeated and remain numbered and ordered as set forth in Attachment D. If additional pages are needed, they should be attached to the page containing the initial portion of the response to a question and should be marked clearly to indicate that they provide a continuation of Bidder's answer to a specific numbered question. Bidders should not submit product brochures, white papers, customer testimonials, cut sheets, or other pre-prepared materials in response to any of the questions." This text seems to allow additional space/pages for responses to all items outside of Table 1. Please clarify if:
  - (1) More than 100 words can still be used to respond to Attachment D items other than those in Table 1.
  - (2) If any exhibits may be referenced and used to respond to items outside of Table 1 or if the expectation is that the entire response, including for example the SLA, project work plan and all resumes, must be incorporated into the Answer cell following each question.
- c. Regarding the answer to question 18, it is understood that the new limit for responses in Table 1 is 100 words per sub-bullet, but again are appendices/attachments/exhibits allowed for responding to items outside Table 1?

**A:**

- a. **The content of Attachment D has not changed in the new version posted along with Amendment 3 on December 10, 2015. The only change should be that the 100 word cap PER QUESTION in Table 1 of the Attachment D has been removed and changed to a 100 word cap PER SUB-BULLET.**

- b. (1) Yes more than 100 words can be used to respond to Attachment D items OUTSIDE of Table 1.

(2) For Attachment D items OUTSIDE of Table 1, the instructions in Section D - Instructions Regarding Content, Format and Submission of Responses of the RFQQ solicitation document concerning additional pages should be followed. However, brevity and conciseness are encouraged in Bidder Responses and will be factored into the evaluation of the Bids.

As stated above, Table 1 responses should be limited to 100 words per sub-bullet.

- c. See answer above.

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**Question #2:** Please clarify if both references in the answer to #41 should be to “RTO,” or if there is a typo and one should be to “RPO.”

**A:** The answer should read “This will be finalized during contract negotiation with the Apparent Successful Bidder, but a 24 hour RTO and 1 hour RPO is desired.”

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**Question #3:** Who is the incumbent vendor for the current Client Receivable System?

**A:** There is no incumbent, as the current system is an in-house system.

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**Question #4:** Will the Agency provide capability to test interfaces?

**A:** It is expected that agency resources will assist with testing activities, but the Apparent Successful Bidder will plan and execute the appropriate testing activities to be defined in the resulting contract.

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**Question #5:** Please clarify if the word “past” or some other word is missing to modify “3 years” in RFP Attachment D – Bidder Response Form, Section 2(a) Bidder Qualifications and Experience (Management Response).

**A:** This should read “please describe 2 large scale implementations in the last 3 years that included your solution.”

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**Question #6:** Creating a detailed, deterministic Project Plan through 18 months of work does not permit events outside the control of the Vendor to occur. Does the Agency expect the Project Plan submitted in the Response to remain in place or can the Vendor adjust the Plan as needed to accomplish the Objective?

**A: Changes to the plan should be handled via the appropriate change control process which will be finalized with the Apparent Successful Bidder during contract negotiations (change requests/change orders, etc.). Each change will be evaluated on a case-by-case basis.**

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**Question #7:** Regarding the response Question #46 in the Amendment that was released on December 10, 2015, it is understood that all the interfaces need to be built. Is it acceptable if the Apparent Successful Bidder constructs the interfaces employing standard development practices using skilled developers, or is it a requirement for non-developers and/or WA DSHS staff to construct the data interfaces without any code whatsoever? Our concern is that some interfaces may present technical challenges that an abstraction layer cannot feasibly handle?

**A: Yes, it is acceptable. Wherever possible abstraction should be used in order to facilitate ease of maintenance by WA DSHS staff, but it is understood that complexity may arise that requires a more hands-on approach by developers inside the program code itself.**

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**Question #8:** Given the very narrow “Response” column available for entering a brief, plain text narrative in *RFP Attachment D-Bidder Response Form, Table 1*, would WA DSHS consider reformatting the table or allowing bidders to reformat it to either provide for the widening of the “Response” column via the use of a 8 ½ x 14” size OR for moving the “Response” column to a row underneath each item in the table (similar to the “ANSWER:” cells in the greater *Attachment D*?) It is understood that previously defined word limits would still apply, but this change would facilitate keeping the responses more concise rather than having evaluators go through numerous pages to read this narrow column.

**A: As long as the Bidder stays within the 100 word per sub-bullet limit, reformatting is permitted.**

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**Question #9:** Will the State accept multiple pricing options in the same RFQQ response. For example a firm fixed price as well as a time and materials bid?

**A: We will not accept multiple pricing options in the same RFQQ response. Please provide us with a fixed price bid. Multiple options will be difficult for the evaluators to score. However Bidders may provide a line itemed price proposal with a total fixed price, but only the total fixed price will be scored.**

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All other terms and conditions in this Solicitation remain the same.